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Achieving Results  
Mollie Anderson, Director

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**Customer Focus** is a bi-monthly update for Iowa state agencies from the Department of Administrative Services. For more information, please visit our website at <http://das.iowa.gov/>.

Contact the editor at [Laura.Riordan@iowa.gov](mailto:Laura.Riordan@iowa.gov).  
We encourage your feedback.

# Customer Focus

*A service update newsletter for valued DAS customers*

VOLUME 4 ISSUE 3

MAY/JUNE 2007

## State contracts stretch agencies' budgets

Within the Department of Administrative Services is a group of employees dedicated to finding ways to save state agencies money when they purchase the goods and services they need. The contracts this group has negotiated have saved the state millions of dollars, and there are more savings opportunities out there, including a valuable contract with Hewlett-Packard for computers.

Over the past few months, DAS Procurement Services has been working hard to bring down pricing on a number of high-dollar, high-usage contracts. We have been successful in a number of areas which will directly and significantly benefit state departments:

- **Office supplies:** 15% reduction from previous contract – state agencies annually spend an average of \$3 million on office supplies, meaning as much as \$450,000 could be saved by state government in one year

- **Computers:** 9-25% reduction from previous contracts – annual spend = \$3 million; savings potential = \$270,000 - \$750,000

- **Computer Software:** 25% reduction from previous contract – annual spend = \$5.6 million; savings potential = \$1.4 million

- **Copiers:** 20.3% reduction from previous

(Continued on page 2)

## Phase I of West Capitol Terrace nears completion, in time for international Hy-Vee Triathlon World Cup

On Father's Day weekend thousands of people will descend on Des Moines for an international sporting event — the Hy-Vee Triathlon World Cup. Serving as the finish line for the big bike-swim-run race on June 17 will be Finkbine Drive, directly in front of the Capitol. With TV crews — including ESPN and MSNBC — broadcasting, the whole world will get a look at our newly completed park.

Phase I of the West Capitol Terrace project — the central plazas, walkways and plantings — is on schedule to be completed by the beginning of June. The fountain and additional landscaping will be completed as part of Phases II and III, as funding allows.

Just recently the map of Iowa was begun, with granite slabs for each county, at the base of the park near the intersection of East Locust and Pennsylvania/East 7th Street.

On Friday, April 27, the park got its first 12 new trees planted, thanks to the help of the hundreds of students, teachers and individuals who signed up to sponsor a tree and came to the Complex on Arbor Day to help plant them. The extreme rains and resulting mud from that week altered planting plans slightly, but didn't stop us!

For more information about the West Capitol Terrace, please visit [http://das.gse.iowa.gov/statebldg/west\\_capitol\\_terrace.html](http://das.gse.iowa.gov/statebldg/west_capitol_terrace.html).



## House built outside the Capitol's west doors



The Greater Des Moines Habitat for Humanity chapter returned to the Capitol Complex this April to build another house for a local family. And once again, the house was

constructed just west of the Capitol on Finkbine, and then moved to its current location. Volunteers, including state employees, assisted with the construction throughout the week. The picture above shows Governor Culver assisting with the wall-raising; at right is Dao Dinh and her family, who will live in the new home.



## State contracts, continued

*(Continued from page 1)*

contract – annual spend = \$1.4 million; savings potential = \$284,200

DAS maintains over 800 contracts, so if you are looking for something not listed here, please contact Procurement Services at 515-281-6355 or visit their website (<http://das.gse.iowa.gov/procurement/>) to find exactly what you are looking for.

Of special mention is the State's computer contract. With volume buying and standard configurations, we reduced our price for desktops by 30 percent in the new agreement with HP. This contract is a result of a competitive selection process by the Western States Contracting Alliance (WSCA), with further negotiations by the State of Iowa on standardized configurations of PCs and laptops. On this contract, a basic computer desktop can be purchased for \$400, while a high-end model is only \$750. Monitors are sold separately, but start as low as \$160. HP Compaq notebooks are also available, starting at \$800.

Keeping your employees equipped with adequate computer technology has become a standard expense for state departments, and there will always be the basic goods and services your department needs to operate. By purchasing off the State's contracts you can stretch your dollars further and still have the equipment you need.

## DAS-Print's graphic artist services: designed to meet your needs

The DAS Print Shop has a new graphic artist, Derek O'Riley, on board. In addition to a new face with a solid background in graphic design, Print has also added software and other tools to increase its ability to meet customers' needs.

What can a graphic designer do for you? Turn text into an eye-catching brochure or flyer; develop mail pieces that meet both your needs and new postal regulations; posters, logo design, and more!

O'Riley can also act as a resource, offering help with tips and ideas

for your publications, as well as giving you shortcuts and setting up your files to be more effective.

Graphic design charges through the Print Shop are \$40 per hour, with billing in quarter-hour increments. Lise Melton, head of the Print Shop, and O'Riley, who previously worked in the private sector, noted that this is far below the going market rate for such services. Moreover, the Print Shop works to turn-around projects quickly; they know your time — and money — is valuable.

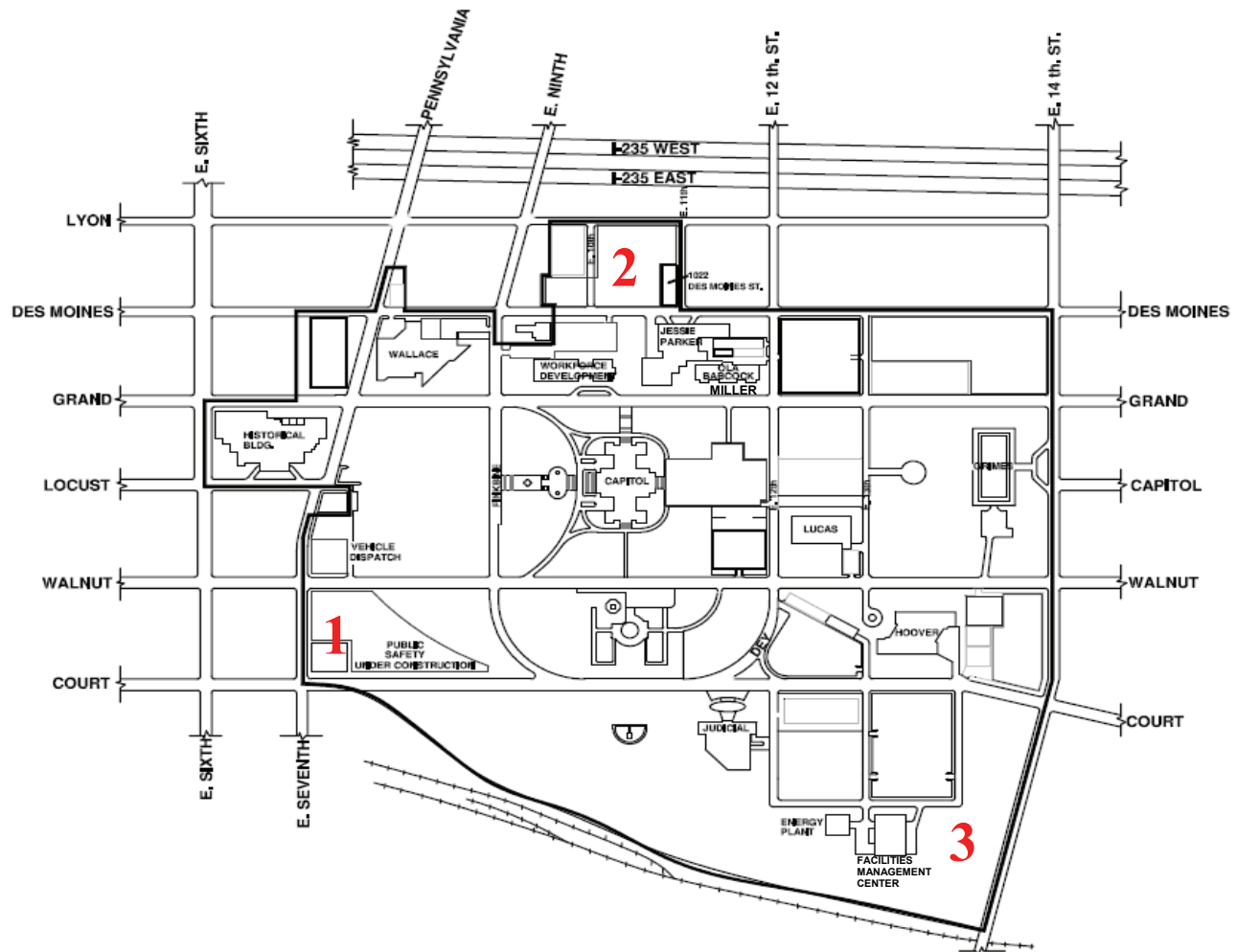
Additionally, many state agencies are currently struggling to cope with the

recent postal rate changes and new requirements. This is another area where DAS-Print can be especially helpful, by not only making sure your mailing pieces comply with new regulations, but using such tools as variable data printing and other one-to-one marketing techniques to ensure you get the most for your money.

Above all, said Melton, the goal of DAS-Print is to help agencies better communicate their mission to others.

Contact DAS-Print at 515-281-5231.

## Update: New State Office Buildings



A number of construction projects are planned, underway, or just completed on the Capitol Complex:

### **Department of Public Safety Building (#1 in map above)**

The renovation and expansion of the old Records & Property Center was completed in March/April, and all occupants have now moved into the Public Safety Building. A grand opening is scheduled for June 8.

### **New State Office Building (#2 in map above)**

Last year the Legislature approved funding for a new state office building and an adjoining parking garage. The new office building is planned to be about 350,000 square feet, which will be the largest on the Complex. It will be located on the current site of Parking Lot 17 north of the Workforce Development Building. A designer for the building is currently being selected.

### **New IUB/OCA Building (#3 in map above)**

The Legislature has also granted approval for the Iowa Utilities Board and the Office of Consumer Advocate to build a new 37,000-square-foot building, which will act as an energy efficiency model building for businesses and local governments to follow. The building will be located near the Facilities Management Center, west of SE 14th Street.

Recent news stories about developments on the Capitol Complex:

The Des Moines Register — [“First phase of beautification of Capitol nears completion”](#) (May 8, 2007)

The Des Moines Business Record — [“A new impression of the Capitol complex”](#) (May 12, 2007)

For more information: [http://das.gse.iowa.gov/statebldg/capitol\\_complex.html](http://das.gse.iowa.gov/statebldg/capitol_complex.html)



## Facilities available make it easier to Reduce, Reuse and Recycle

There is a lot of construction happening on the Capitol Complex right now (see page 3 for an update), but over the years there have also been buildings that have been demolished on the Complex, including Executive Hills, the Capitol Annex, houses and a church. Thanks to some innovative thinking and local recycling facilities, these buildings didn't go to the landfill, however. Almost all of the pieces were recycled through local companies and non-profits like Home Recycling Exchange, the Greater Des Moines Habitat for Humanity ReStore, and the Metro Waste Authority's Swap Shop.

These facilities are also open to individuals, who could especially benefit from their services during "spring cleaning" season!

[Home Recycling Exchange](http://www.homerecycling.org) (<http://www.homerecycling.org>; 515-282-

9296), a 501(c)3 non-profit, is located at 805 SE 14th Ct. in Des Moines. They collect and re-sell home building materials.

[Habitat for Humanity ReStore](http://www.dmhabitatrestore.org) ([http://](http://www.dmhabitatrestore.org)

[www.dmhabitatrestore.org](http://www.dmhabitatrestore.org); 515-309-0224) is located at 2341 Second Avenue (2nd & Holcomb) in Des Moines. Habitat for Humanity accepts donations of new and resalable, used building materials such as cabinets, lighting and plumbing fixtures, doors, lumber, flooring, and windows. The materials are then sold to the public at 50-75% off the retail price.

[MWA's Swap Shop](http://www.mwatoday.com/mwa_reg_swa.html) ([http://www.mwatoday.com/mwa\\_reg\\_swa.html](http://www.mwatoday.com/mwa_reg_swa.html); 515-967-5512 or 1-888-603-CREW) is located at the MWA's Regional Collection Cen-

ter in Bondurant. The Swap Shop is a place where customers can pick up household materials absolutely free of charge. The Swap Shop contains usable household cleaners, paints, etc., brought in by the public for others to use. You do not need to bring in an item in order to pick up an item.



There are also a number of local construction and demolition recycling companies; check the yellow pages under "Recycling Services."

Do your share to keep reusable materials out of landfills and check out recycling options in your area!

(Please note: this information is intended for educational purposes only and should not be taken as an endorsement of specific organization(s).)

## BrassRing Tip: Viewing, editing or deleting an application or cover letter

*Here are some tips for working with your résumé and cover letter in the State's jobs website.*

Once you have entered your application electronically into our system on the BrassRing website (<http://das.hre.iowa.gov/iowa.jobs.html>), you may view the jobs for which you have applied; edit or re-upload a résumé/cover letter; or delete a résumé/cover letter. You will need to complete the following steps:

⇒ Log on to your account.

⇒ From the Welcome Screen, click on "Resume/CV Manager."

⇒ **To view:** Click on the "View Submissions" link next to each résumé on the list. The system will either tell you that your résumé has not been submitted for any jobs or will give you a list of job titles for which you have applied using that résumé. You may then click on a job title to view the text that was posted for that job.

⇒ **To edit:** Click on the pencil next to the résumé/cover letter. If you originally uploaded your résumé/cover letter, you will get a screen titled, "Upload a New Resume/CV and Edit its Name," and you may re-upload from your computer. If you originally entered your résumé/cover letter into the text box, you will be able to update your information here. **Note:** *The cover letters in our system are not linked to a specific job and supervisors generally see only the most recently submitted cover letter. We recommend that you create a generic cover letter that would apply for any position that is used in our system; make it your default cover letter and then you may send your job-specific cover letters directly to the hiring authority.*

⇒ **To delete:** Click on the trash can next to the resume/cover letter you wish to delete.

⇒ **To change:** If you would like to change the default resume or cover letter that is assigned to any new job for which you apply, click on the "Default" button.

## Gas Grill Safety Tips

As consumers get ready to fire up their grills for the summer, the U.S. Consumer Product Safety Commission (CPSC) is releasing safety tips for consumers to follow when using grills.

Liquid petroleum (LP) gas or propane, used in gas grills, is highly flammable. Each year about 30 people are injured as a result of gas grill fires and explosions. Many of these fires and explosions occur when consumers first use a grill that has been left idle for a period of time or just after refilling and reattaching the grill's gas container. To reduce the risk of fire or explosion, consumers should routinely perform the following safety checks:

- Check the tubes that lead into the burner for any blockage from insects, spiders, or food grease. Use a pipe cleaner or wire to clear blockage and push it through to the main part of the burner.
- Check grill hoses for cracking, brittleness, holes, and leaks. Make sure there are no sharp bends in the hose or tubing.
- Move gas hoses as far away as possible from hot surfaces and dripping hot grease. If you can't move the hoses, install a heat shield to protect them.
- Replace scratched or nicked connectors, which can eventually leak gas.
- Check for gas leaks, following the manufacturer's instructions, if you smell gas or when you reconnect the grill to the LP gas container. If you detect a leak, immediately turn off the gas and don't attempt to light the grill until the leak is fixed.
- Keep lighted cigarettes, matches, or open flames away from a leaking grill.
- Never use a grill indoors. Use the grill at least 10 feet away from your house or any building. Do not use the grill in a garage, breezeway, carport, porch, or under a surface that can catch fire.
- Do not attempt to repair the tank valve or the appliance yourself. See an LP gas dealer or a qualified appliance repair person.
- Always follow the manufacturer's instructions that accompany the grill.



Consumers should use caution when storing LP gas containers. Always keep containers upright. Never store a spare gas container under or near the grill or indoors. Never store or use flammable liquids, like gasoline, near the grill.

To avoid accidents while transporting LP gas containers, consumers should transport the container in a secure, upright position. Never keep a filled container in a hot car or car trunk. Heat will cause the gas pressure to increase, which may open the relief valve and allow gas to escape.

Consumers should use extreme caution and always follow manufacturer's instructions when connecting or disconnecting LP gas containers.

Grills manufactured after October 1, 1995, are required to have three additional safety features to eliminate leak hazards: a device to limit the flow of gas in the event of hose rupture; a mechanism to shut-off the grill; and a feature to prevent the flow of gas if the connection between the tank and the grill is not leak proof. Consumers should consider purchasing grills that have these safety features.

For employee safety information, please visit <http://das.gse.iowa.gov/safety/index.html>.

## Parking lot repairs underway

Parking lot repair work on the Capitol Complex has begun and will continue through September. Work will start with Lot 1 (east of Hoover), followed by Lot 2 (west of Hoover), Lot 3 (south of Hoover) and Lots 6, 14 & 19 (south and east of the Capitol). During this time, vehicles will need to be temporarily relocated. Please watch for updates from DAS and be sure your employees are aware of changes that will affect them. Thank you for your patience and understanding while we make the parking lots better and safer for employees and visitors. If you have questions, please contact Dean Ibsen at 281-6051 or Nancy Williams at 281-7259.

## News in Brief

### Customer Councils begin rate deliberations

The four DAS customer councils — General Services, Human Resources, Information Technology, and I/3 — have begun the process of setting utility rates for fiscal year 2009. The councils will tentatively approve rates by June. Those proposed rates will then be presented to state departments for comment during July, with final rate approval by the councils following the comment period.

### Files Fly in July returns for 2007

DAS' popular "Files Fly in July" recycling event will happen again this summer, on Thursday, July 19. This is a day dedicated to cleaning out

old files, and doing a lot of recycling! On July 12, 2006, in a four hour time period, 5.32 tons of mixed paper and 6.89 tons of shredded paper were collected.

More information will be sent to departments soon. In preparation for the day, be sure your agency is familiar with archiving procedures so important documents are kept out of the recycling bin!

### Vehicle Auction May 19

The State will hold a used vehicle auction on Saturday, May 19. Approximately 90 cars, trucks and vans will be sold.

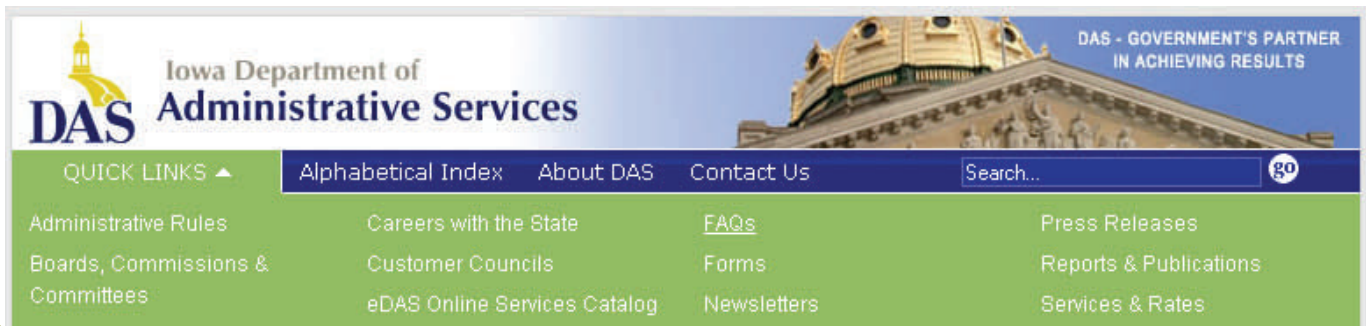
Prospective buyers may examine, start engines, and operate accesso-

ries on auction vehicles from 8:15 a.m. to 4:15 p.m. on Friday, May 18 and from 7:30 a.m. to 8:45 a.m. on Saturday, May 19, in the NW Corner of State Parking Lot 16, bordered by E. 13th & Des Moines Street.

For more information, please go to <http://www.das.gse.iowa.gov/carauction>.

### Updates continue on the DAS website

DAS continues to make improvements to its [redesigned website](#), including reformatting the index of FAQs, and adding alphabetical lists of forms and reports & publications. (Below is the banner & "Quick Links" drop-down on the new site.)



## Meeting Dates to Remember

### Customer Councils

#### General Services

*May meeting cancelled*

Friday, June 8, 9-11 a.m.

Hoover Level A, Conf. Rm. 7

#### Human Resources

Wednesday, June 6, 1:30-3:30 p.m.

*July 4 meeting cancelled*

Hoover Bldg, Level A, Conf. Rm. 5

#### I/3

*June & July meetings cancelled*

Hoover Bldg, Level B, Conf. Rms 2&3

### Technology

Tuesday, June 12, 1-3 p.m.

Hoover Bldg, Level A, Conf. Rm. 7

For Customer Council  
information:

[http://das.iowa.gov/customer\\_councils/index.html](http://das.iowa.gov/customer_councils/index.html) or contact [Laura Riordan](#)  
at 515-242-5038.



### Technology Governance Board

Thursday, June 14, 3-5 p.m.

Hoover Bldg



### Vertical Infrastructure Committee

Thursday, June 14, 10 a.m. - 2 p.m.

Location TBD

### Capitol Planning Commission

Wednesday, July 18, 8:30 a.m. - 12 p.m.

Location TBD

## State wins another recycling award

Metro Waste Authority is the latest to recognize the recycling program run by the Department of Administrative Services for state agencies. Thanks to your participation, we can boast a participation of 5,000 employees in our 19-year-old recycling program. DAS has recycled nearly 400 tons annually since beginning the program in the early 1980s.

Look for more information coming soon about the annual "Files Fly in July" event — one day set aside to clean out your files and recycle!



### A Focus on Leadership

What is a leader? Leaders do not stand for mediocrity. They strive for excellence and motivate others to do the same. They exhibit integrity and trust, leading to credibility, and create vision and passion, inspiring creativity and innovation.

Anyone who demonstrates competencies that influence and guide others in a positive manner can be considered a leader, not just the supervisors and managers. However, in the most high-performing workplaces, *at least all* supervisors and managers should exhibit the qualities to be considered a leader. Is this a reality? Likely not; but, shouldn't it be something to strive for and take action toward achieving?

Performance & Development Solutions provides a number of learning opportunities that will develop and strengthen leadership skills:

- [Certified Public Manager \(CPM\) Program](#) – a broad-based program that encourages and provides best-practice techniques that can be incorporated into everyday leadership strategies.  
*17-month program begins July 11<sup>th</sup> and applications should be submitted by May 15<sup>th</sup>*
- [Dimensions of Leadership](#) – One-day workshop designed to teach participants ways to adapt leadership skills to fit individual situations.  
*Scheduled on June 8, 2007; 8:30 am – 4:30 pm*
- [Building a High Performing Workplace](#) – One-day workshop examining culture, innovation, empowerment, and leadership within the organization  
*Scheduled on July 26, 2007; 8:30 am – 4:30 pm*
- [Coaching and Leading for Top Performance](#) – One-day workshop with an emphasis on coaching within the leadership role; how to improve performance, elicit behavior changes, and link rewards and recognition to top performance.  
*Scheduled on December 6, 2007; 8:30 am – 4:30 pm*

Performance & Development Solutions (DAS-Human Resources)

Phone: (515)281-5456 Email: [pds@iowa.gov](mailto:pds@iowa.gov) Website: <http://www.das.hre.iowa.gov/LearnAtPDS/>